

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [redacted] PARTY LEADER: [redacted]

CENTRE: Lockerbie DATES:

NAME OF ACCOMMODATION: Manor House

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? N/A

How could we improve our website, www.manoradventure.com? N/A

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? N/A

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1 (Maybe coathangers in the cupboard or inform to bring our own.)

SECTION 4: Meals

Were the meals of an adequate standard? 2 Yes

Was there enough to eat? Yes

Was the food served promptly? Mostly

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Thankyou to the catering staff, they were very accomodating to a few of our fussy eaters!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 very patient with our school!

Which Instructors were motivating / clear / enthusiastic?

- Kat - Scott M. - Adam

- Connah / Everyone was enthusiastic and motivating to our pupils and great role models

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? All pupils enjoyed a variety of outdoor except the hill climb!!

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Do you have any suggestions on how we could improve our product or outdoor pursuits?

We found everything extremely ~~sat~~ satisfactory. Could've been the weather!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The overall structure of the ~~activities~~ and the organisation of every fine detail.*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *Not actually sure of the cost for pupils.*

Will you be considering a further visit with Manor Adventure? *Yes*

Have you any further general comments ~~which you feel would be useful to us?~~

** We would like to thank Ben and his staff for their excellent support in dealing with some very challenging pupil behaviour during our visit*

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Excellent experience for our pupils on prior visits*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise?

SECTION 7

They showed great professionalism and discretion in some tricky situations.

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name:

Address:

manor adventure

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WIC 18 FEB 2019 -

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France